**Professional Experience**

**IT Technical Associate**

University of Illinois Help Desk – Champaign, IL   Oct 2022 – Present

* Troubleshoot issues with technology services applications such as Zoom, Canvas, passwords, two factor authentication, VPN, Exchange, mailing lists, Teams, mobile devices, Wi-Fi
* Collaborate with cross-functional teams and escalates complex issues, ensuring timely and accurate problem resolution while providing deliverables on time when needed
* Use strong communication skills to guide a diverse customer base through troubleshooting procedures and providing clear solutions to an array of problems
* Create user-friendly guides and documentation for common technical problems, contributing to a more efficient support process
* Conducts regular quality assurance checks on Tier 1 and Tier 2 support interactions, identifying areas of improvement and implementing training and communication feedback
* Troubleshoot Tier 2 technical issues, identify root causes and implement effective solutions to minimize downtime
* Resolve various software issues with clients over the phone, through email, and in person
* Served as the primary planner for the Teams Migration from Skype for Business to Microsoft Teams ensuring that the transition was efficient for the help desk
* Led Contact Database Project that updated 30% of CDB entries

**Help Desk Specialist/Building Technician**

Summit Hill School District – Tinley Park, IL Nov 2021 – Oct 2022

* Assisted staff and students by repairing Lenovo Windows laptops and Surface tablet issues
* Resolved staff concerns and provided solutions for overcoming difficulties using various software and hardware need to facilitate classes
* Managed an inventory of technology resources and hardware to track hardware failures

**Computer Lab Technician**

Illinois State University – Normal, IL Aug 2020 – May 2021

* Provided assistance to students utilizing university computer labs and personal laptop devices
* Repaired printers and supported students with software problems
* Escalated lab/higher-level concerns and reported them to the manager

**Education**

Illinois State University – Normal, IL

Bachelor of Science in Cybersecurity, Minor in Economics

**Technical Skills**

* PowerShell Scripting
* HTML/CSS
* JavaScript
* Java
* Endpoint Management
* MYSQL
* Network Testing
* Network Design
* Hardware Support
* Active Directory